

Program Overview

Purpose

This chapter provides background information about the Medi-Cal for Families and Healthy Families Programs, as well as a diagram explaining the Programs' administrative partners.

Introduction

In September 1997, California legislation was passed that expanded the Medi-Cal Program and created the Healthy Families Program. The changes to the Medi-Cal Program and the creation of the Healthy Families Program provide more low-income families access to no-cost and low-cost health coverage for their children. These health coverage expansions provide children with needed services, some of which are listed below

- Increased access to primary and preventive health care services
- Increased access to medical services when ill
- Reduced dependence on emergency room visits and hospitals for routine medical treatment

Administrative Partners

Three organizations are partnering to administer the Healthy Families Program and Medi-Cal for Families Program.

The Managed Risk Medical Insurance Board (MRMIB) administers the Healthy Families Program and Access for Infant and Mothers (AIM). MRMIB is responsible for overseeing the various aspects of the program, including

- Eligibility
- Enrollment
- Contracts with the administrative vendor (MAXIMUS)
- Various phone and help lines through MAXIMUS
 - Medi-Cal and Healthy Families Outreach Line 1-888-747-1222
 - Medi-Cal and Healthy Families Information Line 1-800-880-5305
 - Healthy Families Membership Line 1-866-848-9166
 - EE/CAA Help Desk 1-800-279-5012
- Contracts with health, dental and vision plans

MAXIMUS is the administrative vendor under contract with MRMIB and has the following responsibilities

- Single Point of Entry (SPE) process, which screens applications to no-cost Medi-Cal
- Healthy Families eligibility determination

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- Reviewing and processing Healthy Families applications
 - Healthy Families premium processing
 - Health-e-App
 - Application status notifications
 - Medi-Cal and Healthy Families Information Line
 - Healthy Families Membership Line
 - EE/CAA Help Desk
 - Medi-Cal and Healthy Families Outreach line

The Department of Health Care Services (DHCS) administers the Medi-Cal Program. Responsibilities include providing information and support to local county Departments of Social Services. Other responsibilities include

- Medi-Cal eligibility guidelines
- Provide policy directives and other program information and guidance as needed

The information in this reference manual provides an overview of the joint Healthy Families Program and Medi-Cal for Families mail-in application and related information.